TO: J. Robert Wooley RE: File #CA 04-1731

Dear Sir,

I want to thank you for your help in resolving my complaint with Canada Life. They started paying me this past Friday with all back pay. Ms. Jenny Hall did a great job, a great burden has been lifted from me.

Again THANK YOU, Donald Gremillion

July 12, 2004

Mr. Gemillion,

Commissioner Wooley has asked that I write to you to thank you for your positive comments. Often we only here from consumers when there is a problem. Jenny is one of our best compliance examiners and she always give 100%.

Charlene Rhodes, Director Office of Health Insurance (225) 219-4776 crhodes@ldi.state.la.us